

## Annual Report: Internal Quality Assurance Cell (IQAC)

July 2020 – June 2021

### Introduction

The Internal Quality Assurance Cell (IQAC) at Sanjay Gandhi Postgraduate Institute of Medical Sciences (SGPGIMS) has remained steadfast in its commitment to quality enhancement and assurance throughout the year. The IQAC of Sanjay Gandhi Postgraduate Institute of Medical Sciences (SGPGIMS) has undertaken various initiatives aimed at enhancing the quality of healthcare services and educational programs.

- 1. Procurement Planning and Standardization:** Recognizing the pivotal role of cleanliness and sanitation in healthcare settings, the Institutional Quality Assurance Cell (IQAC) convened a meeting on 4th June 2020. The aim was to strategize the procurement of Cleaning, Sanitation & Disinfection Services via the Government e-Marketplace (GeM), ensuring adherence to rigorously standardized quality protocols.
- 2. NABH Accreditation Preparation Initiatives:**
  - a) **Acquisition of Essential Licenses:** From 9th June 2020 to 2nd July 2020, the Quality Cell of the Department of Hospital Administration (DoHA) diligently obtained copies of licenses for critical facilities like the Catheterization Laboratory (CATH Lab) and radiological equipment. These licenses were imperative for Pre-entry Level accreditation from the National Accreditation Board for Hospitals & Healthcare Providers (NABH).
  - b) **Microbiological Surveillance Data Compilation:** On 9th June 2020, the institution compiled three months' worth of comprehensive Microbiological Surveillance Culture reports for key departments such as the Operation Theater (OT), Labour room, Intensive Care Unit (ICU), and Neonatal Intensive Care Unit (NICU), significantly fortifying the accreditation process.
  - c) **Meetings:** Pertaining to the NABH Process Accreditation, focused review meetings were convened on 15th June 2021, 17th June 2021, and 18th June 2021. These meetings served as catalysts for process refinement and alignment with stringent accreditation standards.
  - d) **Nursing Handbook Review:** Underscoring the institution's unwavering commitment to excellence in nursing care delivery, a meeting was held on 17th June 2021 to meticulously review the NABH nursing handbook.
  - e) **NABH Chapter Review Meetings:** On 30th June 2021, a dedicated meeting centered around the review of NABH chapters, particularly focusing on Access, Assessment, and Continuity of Care (AAC) and Care of Patients (COP).
- 3. Continuous Improvement Efforts**
  - a) Deficiencies identified as per the CCDC policy were diligently addressed and completed on 18th June 2020 and 14th March 2020, fostering a culture of continuous improvement.
  - b) Detailed HR details of Senior Residents and Junior Residents were furnished to the Quality Cell, DoHA, on 25th June 2020, aligning with the stringent requirements for NABH accreditation.



- c) From 10th July 2020 to 17th July 2020, an exhaustive equipment list was provided to the Quality Cell, further fortifying the institution's accreditation dossier.

#### 4. Collaborative Partnerships

- a) A significant milestone was achieved on 6th October 2020, with the signing of a Memorandum of Understanding (MoU) with the Centre for Chronic Disease Control. This strategic collaboration aimed to enhance healthcare quality through shared expertise and resources.

5. **Statistical Data Analysis:** Recognizing the importance of data-driven decision-making, two years' worth of Inpatient Department (IPD) Comparative Statistical data was furnished to the Quality Cell on 16th March 2021. This data facilitated comprehensive analysis crucial for NABH accreditation preparation.

6. **NIRF Ranking:** SGPGIMS garnered noteworthy recognition in the National Institutional Ranking Framework (NIRF), clinching the 5th position in the Medical category with a commendable score of 72.45 in 2021. This achievement underscores the institution's unwavering commitment to excellence and quality assurance in healthcare delivery.

#### IQAC AGENDA FOR ACADEMIC YEAR 2021-2022

1. Conduct orientation sessions for NAAC Accreditation to equip new members and designate quality managers from each department for streamlined coordination.
2. Continue NABH chapter reviews and meetings throughout the year to ensure compliance. Strengthen the nursing quality team and provide training.
3. Forge new collaborations and MoUs.
4. Conduct diverse public awareness campaigns and educational workshops throughout the year.



**Lt Col Varun Bajpai VSM**  
Executive Registrar  
SGPGIMS, Lucknow